Abstract of the Disclosure

A dynamic data exchange (DDE) gateway for formatting and

5   forwarding commands, requests, and data between separate software suites

operating under disparate protocols within a communication center includes

a DDE application for mapping data of disparate protocols to a common set

of data topics, data items, and data commands, and a set of software

controls for interface with the DDE application the controls used to create

10   and maintain the common set of data topics, data items, and data

commands. The gateway is characterized in that an agent of the

communication center operating a computerized workstation invokes a

DDE-enabled scripting application containing a set of data topics, data

items, and data commands, the set mappable to the common set of DDE

15   data topics, data items, and data commands such that interaction through the

scripting application enables dynamic data exchange with a CTI telephony

suite having a set of data topics, data items, and data commands that are

also mappable to the common set of DDE data topics, data items, and data

commands.

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